

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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# MULTIMEDIA UNIVERSITY

## FINAL EXAMINATION

TRIMESTER 3, 2018/2019

### BOB2024 – ORGANISATIONAL BEHAVIOUR

(All sections / Groups)

1 June 2019  
9.00 a.m. – 11.00 a.m.  
(2 Hours)

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#### INSTRUCTIONS TO STUDENTS:

1. This question paper consists of 3 pages (inclusive of the cover page) with 4 Questions only.
2. **Answer ALL questions.** All questions carry equal marks and the distribution of the marks for each question is given.
3. Write your answers in the **Answer Booklet** provided.

**Answer ALL. The distribution of the marks for each question is given.**

**QUESTION 1 [25 marks]**

The Big Five Model proposes five basic dimensions of individual personality which underline all others and encompass most of the significant variations in human personality. Test scores of these traits do a very good job of predicting how people behave in a variety of real-life situations and remain relatively stable for an individual over time.

- a) Explain the FIVE (5) dimensions in detail with reference to a high score and low score in each dimension. [20 marks]
- b) What is "Person-Organisation Fit"? Provide TWO (2) examples by referring to Big Five Model. [5 marks]

**QUESTION 2 [25 marks]**

- a) The Expectancy Theory says that the strength of a tendency to act in a certain way depends on the strength of our expectation of a given outcome and its attractiveness. Discuss the theory with relation to the three relationships. [9 marks]
- b) Research shows that for group decision making, the nominal group technique is generally more effective than group brainstorming. Briefly discuss the steps involved in the nominal group technique. [10 marks]
- c) Discuss THREE (3) advantages and THREE (3) disadvantages of group decision making. [6 marks]

**QUESTION 3 [25 marks]**

- a) Explain the FOUR (4) common barriers that may distort effective communications. [13 marks]
- b) According to Charismatic Leadership Theory, followers attribute heroic or extraordinary leadership abilities when they observe certain behaviours and tend to give these leaders power. Describe FOUR (4) key characteristics of a charismatic leader. [12 marks]

**Continued.....**

**QUESTION 4 [25 marks]**

- a) One of the important elements in an organisation's structure is departmentalisation, or grouping jobs together so common tasks can be coordinated. Discuss FOUR (4) popular ways of grouping jobs together in an organisation, and provide with relevant examples.  
[16 marks]
- b) Explain THREE (3) reasons why culture can serve as a liability in an organisation.  
[9 marks]

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